BH Care (formerly Harbor and Birmingham)
Branford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,120	3,310	-6%
	Admits	1,212	1,443	-16% ▼
	Discharges	1,374	1,475	-7%
	Service Hours	39,444	44,448	-11% ▼
	Bed Days	10,134	10,278	-1%
	S.Rehab/PHP/IOP	1,735	1,052	65% ▲

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey (Based on 759 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		90%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		87%	80%	88%
● Outcome		71%	80%	83%
● Recovery		67%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,788	66.7%
	Community Support	373	8.9%
	Case Management	198	4.7%
	Employment Services	195	4.7%
	Social Rehabilitation	120	2.9%
	Residential Services	100	2.4%
Forensic MH			
	Forensics Community-based	268	6.4%
Addiction			
	Outpatient	136	3.3%

Client Demographics

Age	#	%	State Avg
18-25	322	10%	15%
26-34	514	17%	24%
35-44	554	18%	19%
45-54	747	24%	23%
55-64	713	23%	15%
65+	264	8%	5%

Gender	#	%	State Avg
Female	1,658	53% ▲	40%
Male	1,462	47% ▼	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,901	93% ▲	75%
Hispanic-Other	100	3%	7%
Hisp-Puerto Rican	72	2%	12%
Unknown	41	1%	5%
Hispanic-Mexican	4	0%	1%
Hispanic-Cuban	2	0%	0%

Race	#	%	State Avg
White/Caucasian	2,547	82% ▲	65%
Black/African American	184	6% ▼	17%
Other	176	6%	13%
Unknown	176	6%	3%
Asian	20	1%	1%
Multiple Races	10	0%	1%
Am. Indian/Native Alaskan	4	0%	0%
Hawaiian/Other Pacific Islander	3	0%	0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

BHcare Voc Services DMHAS Valley
BH Care (formerly Harbor and Birmingham)
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	93	-12%	▼
Admits	13	31	-58%	▼
Discharges	15	21	-29%	▼
Service Hours	1,398	1,589	-12%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Employed		38	46%	35%	40%	11%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		67	100%	90%	96%	10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	85%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■		■	■	78%
Discharges	■	■				■	■	■	■	67%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

BHH ADULT NAE
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	12	100%	▲
Admits	10	12	-17%	▼
Discharges	5	-		
Service Hours	6	-		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	92%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	36%	62%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	77%
SA Screen Complete	0%	74%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	58%	99%
Valid Axis V GAF Score	58%	85%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	2	40%	50%	42%	-10%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support	9	38%	60%	69%	-22%	▼
● Employed	1	4%	30%	21%	-26%	▼
● Stable Living Situation	10	42%	95%	86%	-53%	▼
● Improved/Maintained Axis V GAF Score	5	31%	75%	52%	-44%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services	10	53%	90%	84%	-37%	▼

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days	1	10%	75%	65%	-65%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					■	■				22%
Discharges								■		11%
Services							■	■	■	33%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

BHH CHILDREN Program
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

BOS 193 Units Valley/Shoreline
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17		
Admits	17	-	
Discharges	-	-	
Service Hours	13	-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		9	53%	85%	80%	-32%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		12	71%	90%	94%	-19%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	78%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										0%
Services										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Case Mgmt - Shoreline
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	55%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	20%	10%	-20%
Social Support		N/A	N/A	60%	64%	-60%
Stable Living Situation		N/A	N/A	80%	81%	-80%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	64%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 32 Active Standard Case Management Programs

Harbor House Group Residence
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	9	0%
Admits	1	1	0%
Discharges	1	1	0%
Bed Days	2,195	2,178	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	86%	89%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	87%
SA Screen Complete	0%	87%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	80%	72%	-80% ▼
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	81%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		9	100%	90%	98%	10%
✓ Social Support		6	67%	60%	80%	7%
● Improved/Maintained Axis V GAF Score		7	88%	95%	65%	-7%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		8	2,907 days	0.3	100%	90%	98%	10%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 24 Active Group Home Programs

HARP Supervised Apts
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	26	29	-10%	▼
Admits	4	7	-43%	▼
Discharges	5	10	-50%	▼
Service Hours	1,194	1,835	-35%	▼
Bed Days	5,959	5,908	1%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	68%	88%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	80%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■		■	■		■		44%
Discharges		■		■	■			■	■	56%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	60%	60%	65%	0%
● Follow-up within 30 Days of Discharge		2	67%	90%	79%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		18	69%	60%	88%	9%
✓ Stable Living Situation		25	96%	95%	97%	1%
● Employed		0	0%	25%	8%	-25% ▼
● Improved/Maintained Axis V GAF Score		18	78%	95%	70%	-17% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate	■■■■■■■■	21	1,470 days	0.3	103%	90%	93%	13% ▲

■ < 90% ■ 90-110% ■ >110%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

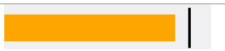
Options SR
BH Care (formerly Harbor and Birmingham)
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	95	-6%	
Admits	7	19	-63%	▼
Discharges	11	12	-8%	
Service Hours	5,533	10,012	-45%	▼
Social Rehab/PHP/IOP Days	1,449	118	1128%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		65	83%	90%	68%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions					■				■	22%
Discharges			■	■			■	■		44%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Options Vocational Program
BH Care (formerly Harbor and Birmingham)
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	114	140	-19%
Admits	22	45	-51%
Discharges	21	49	-57%
Service Hours	1,066	1,515	-30%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		40	35%	35%	40%	0%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		89	96%	90%	96%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	96%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■			■	■	78%
Discharges	■	■	■	■	■	■		■	■	89%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 40 Active Employment Services Programs

Shoreline Branford Counseling OP 367-210
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	111	104	7%	
Admits	20	6	233%	▲
Discharges	8	11	-27%	▼
Service Hours	1,374	1,224	12%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	78%	62%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	86%	77%
✓ SA Screen Complete	86%	74%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	38%	50%	42%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		106	95%	60%	69%	35%	▲
✓ Improved/Maintained Axis V GAF Score		88	85%	75%	52%	10%	
✓ Stable Living Situation		108	97%	95%	86%	2%	
● Employed		16	14%	30%	21%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		103	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		15	75%	75%	65%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■	■	■	■	■	■		78%
Discharges	■	■	■				■	■	■	67%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Shoreline Crisis-Jail Div 304-341
BH Care (formerly Harbor and Birmingham)
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	161	148	9%	
Admits	115	110	5%	
Discharges	134	110	22%	▲
Service Hours	441	424	4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		40	100%	90%	45%	10%

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Follow-up Service within 48 hours		28	13%	0%	19%	13%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Shoreline E.Haven OP 368-210
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	128	115	11%	▲
Admits	34	20	70%	▲
Discharges	24	26	-8%	
Service Hours	974	662	47%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	94%	62%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	83%	77%
✓ SA Screen Complete	89%	74%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		6	25%	50%	42%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		97	76%	60%	69%	16%	▲
✓ Stable Living Situation		126	98%	95%	86%	3%	
✓ Improved/Maintained Axis V GAF Score		82	82%	75%	52%	7%	
● Employed		18	14%	30%	21%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		106	100%	90%	84%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		33	97%	75%	65%	22%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■	■	■	■	■	89%
Discharges		■	■	■	■	■	■	■	■	89%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Shoreline HHS CSP/RP 373X
BH Care (formerly Harbor and Birmingham)
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	138	163	-15%	▼
Admits	15	26	-42%	▼
Discharges	26	39	-33%	▼
Service Hours	1,722	1,852	-7%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	79%	89%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	80%
SA Screen Complete	0%	79%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	99%
✓ Valid Axis V GAF Score	96%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		8	31%	65%	69%	-34%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		105	76%	60%	80%	16%	▲
✓ Stable Living Situation		116	84%	80%	92%	4%	
● Employed		10	7%	20%	11%	-13%	▼
● Improved/Maintained Axis V GAF Score		97	75%	95%	59%	-20%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		110	98%	90%	97%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		89%
Discharges	■	■	■	■	■	■		■	■	89%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 40 Active CSP Programs

Shoreline N Haven OP 370-210
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	98	-10%	▼
Admits	5	9	-44%	▼
Discharges	14	18	-22%	▼
Service Hours	834	862	-3%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	56%	62%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	77%
✓ SA Screen Complete	100%	74%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	77%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■		■	■					44%
Discharges	■	■	■	■			■			56%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	43%	50%	42%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		75	85%	60%	69%	25%	▲
✓ Stable Living Situation		84	95%	95%	86%	0%	
● Employed		22	25%	30%	21%	-5%	
● Improved/Maintained Axis V GAF Score		52	61%	75%	52%	-14%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		73	99%	90%	84%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		2	40%	75%	65%	-35%	▼

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Shoreline Pilots Support Hsng 304-551
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	15	40%	▲
Admits	4	1	300%	▲
Discharges	5	-		
Service Hours	349	332	5%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		18	86%	85%	80%	1%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	100%	90%	94%	10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		87%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■	■		■			■	44%
Discharges					■	■			■	33%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Shoreline SA Clinic 304725
BH Care (formerly Harbor and Birmingham)
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	136	139	-2%	
Admits	83	95	-13%	▼
Discharges	80	93	-14%	▼
Service Hours	404	476	-15%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	97%
Valid TEDS Data	78%	93%

On-Time Periodic	Actual	State Avg
6 Month Updates	50%	57%

Cooccurring	Actual	State Avg
MH Screen Complete	56%	96%
SA Screen Complete	57%	96%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	100%
✓ Valid Axis V GAF Score	95%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		27	34%	50%	54%	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Not Arrested		106	74%	75%	90%	-1%	
● Abstinence/Reduced Drug Use		70	49%	55%	58%	-6%	
● Self Help		65	45%	60%	22%	-15%	▼
✓ Improved/Maintained Axis V GAF Score		80	75%	75%	67%	0%	
● Employed		45	31%	50%	42%	-19%	▼
● Stable Living Situation		108	76%	95%	89%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		58	87%	90%	82%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		56	71%	75%	78%	-4%

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

Shoreline Sycamore Way -OP Clin 304-211
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,163	1,233	-6%	
Admits	338	401	-16%	▼
Discharges	342	406	-16%	▼
Service Hours	7,094	7,286	-3%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	60%	62%

Cooccurring	Actual	State Avg
MH Screen Complete	61%	77%
SA Screen Complete	66%	74%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	99%
✓ Valid Axis V GAF Score	99%	85%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	85	25%	50%	42%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support	795	66%	60%	69%	6%
✓ Improved/Maintained Axis V GAF Score	802	77%	75%	52%	2%
● Employed	223	18%	30%	21%	-12% ▼
● Stable Living Situation	965	80%	95%	86%	-15% ▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	825	95%	90%	84%	5%

Service Engagement

Outpatient	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days	241	77%	75%	65%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										89%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Shoreline Sycamore Way-Supp Apts 304-250
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	32	13%	▲
Admits	10	7	43%	▲
Discharges	8	1	700%	▲
Service Hours	438	390	12%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	82%	92%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	90%
SA Screen Complete	0%	88%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	97%	97%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully	5	62%	50%	72%	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	24	67%	60%	87%	7%	
● Stable Living Situation	28	78%	85%	94%	-7%	
● Employed	0	0%	25%	14%	-25%	▼
● Improved/Maintained Axis V GAF Score	19	63%	95%	74%	-32%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	27	96%	90%	97%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■	■	■	■		■	■	78%
Discharges		■	■	■	■	■				56%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 51 Active Residential Support Programs

Valley ABI Residence311165
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Group Home

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	3	33%	▲
Admits	1	-		
Discharges	1	-		
Bed Days	819	822	0%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	87%
SA Screen Complete	0%	87%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	95%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully	1	100%	80%	72%	20%	▲
✓ No Re-admit within 30 Days of Discharge	1	100%	85%	81%	15%	▲
✓ Follow-up within 30 Days of Discharge	1	100%	90%	77%	10%	

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	3	75%	60%	80%	15%	▲
✓ Stable Living Situation	4	100%	90%	98%	10%	
✓ Improved/Maintained Axis V GAF Score	3	100%	95%	65%	5%	

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	2,425 days	0.3	99%	90%	98%	9%

< 90% | 90-110% | >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										11%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 24 Active Group Home Programs

Valley CSP/RP 311350
BH Care (formerly Harbor and Birmingham)
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	235	241	-2%	
Admits	59	76	-22%	▼
Discharges	80	61	31%	▲
Service Hours	2,419	3,238	-25%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	77%	89%

Cooccurring	Actual	State Avg
MH Screen Complete	33%	80%
SA Screen Complete	33%	79%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%
✓ Valid Axis V GAF Score	97%	84%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		17	21%	65%	69%	-44%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		192	81%	60%	80%	21%	▲
✓ Stable Living Situation		195	83%	80%	92%	3%	
● Employed		25	11%	20%	11%	-9%	
● Improved/Maintained Axis V GAF Score		158	76%	95%	59%	-19%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		149	94%	90%	97%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										89%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 40 Active CSP Programs

Valley Howe Ave. Res. Apts.311-250X
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	5	20%	▲
Admits	1	-		
Discharges	3	-		
Bed Days	1,161	1,370	-15%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%

On-Time Periodic	Actual	State Avg
6 Month Updates	67%	88%

Cooccurring	Actual	State Avg
MH Screen Complete	0%	81%
SA Screen Complete	0%	80%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions			■							11%
Discharges	■						■	■		33%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	60%	65%	7%

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		2	100%	90%	79%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		5	83%	60%	88%	23%	▲
✓ Stable Living Situation		6	100%	95%	97%	5%	
● Employed		0	0%	25%	8%	-25%	▼
● Improved/Maintained Axis V GAF Score		3	50%	95%	70%	-45%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	1,946 days	0.3	84%	90%	93%	-6%

■ < 90% ■ 90-110% ■ >110%

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 73 Active Supervised Apartments Programs

Valley ISH Supported Apts.311-252Y
BH Care (formerly Harbor and Birmingham)
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	19	21%	▲
Admits	8	5	60%	▲
Discharges	6	4	50%	▲
Service Hours	804	1,046	-23%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	98%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	92%	92%

Cooccurring	Actual	State Avg
MH Screen Complete	30%	90%
SA Screen Complete	30%	88%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	98%
Valid Axis V GAF Score	96%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	50%	50%	72%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		20	87%	60%	87%	27%	▲
● Stable Living Situation		19	83%	85%	94%	-2%	
● Employed		0	0%	25%	14%	-25%	▼
● Improved/Maintained Axis V GAF Score		13	72%	95%	74%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		16	94%	90%	97%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■				■	■	■	■		56%
Discharges		■	■	■				■		44%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 51 Active Residential Support Programs

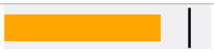
Valley Jail Diversion 311-341
BH Care (formerly Harbor and Birmingham)
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

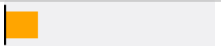
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	111	119	-7%	
Admits	49	68	-28%	▼
Discharges	69	73	-5%	
Service Hours	168	135	24%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		35	76%	90%	45%	-14%	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Follow-up Service within 48 hours		19	16%	0%	19%	16%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Valley Next Steps Dev. 2
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Development

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	46	27	70%	▲
Admits	21	5	320%	▲
Discharges	19	2	850%	▲
Service Hours	714	324	121%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		31	67%	85%	90%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	96%	90%	90%	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	73%	71%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges			■	■		■			■	44%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 54 Active Supportive Housing – Development Programs

Valley Next Steps SupportiveHsg311553
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	2	1	100%	▲
Discharges	4	2	100%	▲
Service Hours	84	139	-39%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Stable Living Situation		6	67%	85%	80%	-18%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	80%	90%	94%	-10%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		60%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		80%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■							22%
Discharges	■		■		■	■				44%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Valley OP Clinic 311210
BH Care (formerly Harbor and Birmingham)
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,321	1,472	-10%	▼
Admits	309	430	-28%	▼
Discharges	441	464	-5%	
Service Hours	7,370	7,590	-3%	

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	93%	92%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	65%	62%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	84%	77%
✓ SA Screen Complete	84%	74%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	99%
✓ Valid Axis V GAF Score	98%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		122	28%	50%	42%	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1,135	84%	60%	69%	24%	▲
✓ Improved/Maintained Axis V GAF Score		963	80%	75%	52%	5%	
● Stable Living Situation		1,208	89%	95%	86%	-6%	
● Employed		323	24%	30%	21%	-6%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		897	99%	90%	84%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		199	65%	75%	65%	-10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Valley Path Homeless Outreach 311-294
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	35	32	9%
Admits	22	24	-8%
Discharges	22	22	0%
Service Hours	311	328	-5%

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		20	91%	50%	82%	41%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■			■	78%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Valley Peer Engagement 311-287
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	41	-46%	▼
Admits	5	15	-67%	▼
Discharges	11	21	-48%	▼
Service Hours	486	844	-42%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		5	100%	50%	82%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■							33%
Discharges	■		■			■	■		■	56%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Valley Pilots Support.Housing311-551
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	12	0%	
Admits	1	2	-50%	▼
Discharges	1	1	0%	
Service Hours	394	215	83%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Stable Living Situation		11	92%	85%	80%	7%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		11	100%	90%	94%	10%

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	98%	98%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	82%	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■									11%
Discharges					■					11%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 71 Active Supportive Housing – Scattered Site Programs

Valley Social Rehabilitation 311-280
BH Care (formerly Harbor and Birmingham)
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	31	33	-6%	
Admits	3	7	-57%	▼
Discharges	10	6	67%	▲
Service Hours	351	-		
Social Rehab/PHP/IOP Days	286	934	-69%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		21	95%	90%	68%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■				■				■	33%
Discharges		■			■			■		33%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 39 Active Social Rehabilitation Programs

Valley Young Adults 311-220Y
BH Care (formerly Harbor and Birmingham)
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	63	53	19%	▲
Admits	33	20	65%	▲
Discharges	8	22	-64%	▼
Service Hours	3,502	2,130	64%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	82%	71%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully	1	12%	50%	55%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support	48	75%	60%	64%	15%	▲
● Employed	12	19%	20%	10%	-1%	
● Stable Living Situation	49	77%	80%	81%	-3%	

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	53	95%	90%	64%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges				■	■	■		■	■	56%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 32 Active Standard Case Management Programs